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*Project Status Update::*



The NH Department of Transportation has been actively working toward the deployment of an electronic toll collection system commonly referred to as *E-ZPass*. At the same time, the Department has been working with The Revenue Markets, Inc. of Accord, NY to install new hardware and to finalize the software for a brand new, state of the art, toll collection system. The Department must replace the old toll collection system before E-ZPass can be deployed.

Recently, Governor and Executive Council approved a contract with ACS State and Local Solutions, Inc. for the Customer Service Center aspect of the E-ZPass system. ACS is charged with setting up accounts, debiting and crediting the accounts, account replenishments, and transponder management.

NHDOT is working with ACS to finalize all of the business rules for the E-ZPass system. Terms and conditions of E-ZPass accounts are being finalized.

The Department expects that the new toll collection system and E-ZPass will be deployed in the beginning of 2005. There is still a lot of work to do. E-ZPass will be installed using a phased approach. Deployment phases will be as follows:

PHASE 1: Hooksett Main—Hooksett Ramp—Bedford Toll

PHASE II: Merrimack Ramp Toll Plazas (Exits 10-11-12)

PHASE III: Dover Toll—Rochester Toll

PHASE IV: Hampton Main—Hampton Ramp



*NHDOT's E-ZPass Transponder*



*New Lights and new Patron Fare Indicators*

Have an E-ZPass Question? Contact:

Albert R Almasy  
E-ZPass Program Manager  
NH DOT—Bureau of Turnpikes  
PO Box 2950 Concord, NH 03302-2950  
[aalmasy@dot.state.nh.us](mailto:aalmasy@dot.state.nh.us)

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## E-ZPass FAQ's

### **When will E-ZPass be deployed at NH toll plazas?**

E-ZPass will begin to be deployed in the Spring of 2005 using a phased approach.

### **When can I open a NH E-ZPass account?**

Accounts may be established within a few months. ACS State & Local Solutions, Inc. will establish accounts for NH customers. Customers may sign up on a website, by mail, by phone, by fax or in person at three convenient mobile service centers (soon to be established).

### **How will I know when the DOT is accepting applications for E-ZPass?**

NHDOT will post a notice on our website, there will be handouts at the toll plazas, media announcements, etc.

### **What forms of payment will be accepted to purchase a tag and/or add funds to my account?**

NHDOT will accept Visa, MasterCard, American Express, Discover Card, personal and business checks and of course, cash.

### **Will NH E-ZPass lanes accept Fast Lane transponders from Massachusetts?**

Yes— Fast Lane transponders will be recognized in NH E-ZPass lanes. NHDOT will also accept E-ZPass customers from other locations as well.

### **Will there be a discount for E-ZPass?**

Yes—there will be a discount applied to E-ZPass transactions, but at this time, the discount rate has not been established.

### **Will I be able to swap my tag from one vehicle to another?**

Yes— as long as the tag is used on the same type of vehicle it was originally registered to i.e. car tags can only be used on cars.

### **Will I have to buy my transponder?**

Yes— all transponders will be sold. None will be given away for free.

### **Will I be charged a monthly account maintenance fee?**

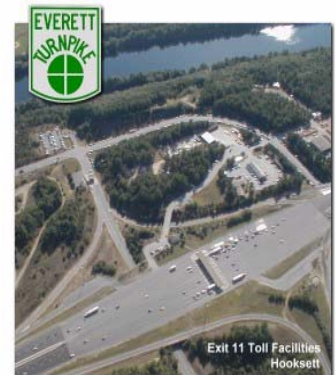
Yes— a minimal monthly charge will apply.

### **What will happen to tokens and the charge card program?**

Tokens will continue to be sold and accepted for toll fare payment. Once E-ZPass is deployed, charge cards will no longer be accepted. Current charge accounts will be closed after E-ZPass is fully deployed. Present charge customers will be required to open their own account with the NH Customer Service Center, if they desire one.

### **Is there a difference between a “private” and a “business” account?**

Yes— a private account may have up to four (4) transponders assigned to it. A business account is defined as five (5) or more transponders.



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## Where is E-ZPass accepted?

